

# Culture, Equity & Inclusion

This track will explore how you can build a successful organizational culture that welcomes staff and volunteers while proving to be highly productive. Turn your organization in a new, positive direction by increasing diversity, practicing self-care and creating an environment that attracts and retains great people.

## LGBTQIA+ Policies and Procedures to Build Equity

### Session #1: 8:45 - 10:00AM

*Presenter: Taylor Biro, Director of Strategic Initiatives, Florida Council Against Sexual Violence*

To foster an environment that is inclusive and provides equity in the workplace, agencies must build a diverse team, while developing LGBTQIA+ affirming in-take process and make LGBTQIA+ resources available. A huge part of being welcoming is creating an environment that is free of harassment and discrimination. Discussion will include how to develop these policies on a local and statewide level and how to incorporate them at your agency.



## Addressing the Racial Gap in Nonprofit Leadership

### Session #2: 10:15 - 11:30AM

*Presenter(s): Jeanne' Freeman, Executive Director, Neighborhood Medical Center*

*Sha'Ron James, Shareholder, Attorney, Berger Singerman*

*Darryl Jones, Deputy Director, Tallahassee-Leon County Office of Economic Vitality*

The nonprofit sector is experiencing a racial leadership gap. Studies show the percentage of people of color in the executive director/CEO role has remained under 20% for the last 15 years, even as the country becomes more diverse. This session will explore a new narrative; to increase the number of people of color leaders, the nonprofit sector needs to address the practices and biases of those governing nonprofit organizations. Rather than focus on the perceived deficits of potential leaders of color, the session will focus on how the sector can concentrate on educating nonprofit decision-makers on the issues of race equity and implicit bias accompanied by changes in action leader to measurable outcomes.



## Creating an Inclusive and Diverse Culture Within Your Organization

### Session #3: 1:15 - 2:30PM

*Presenter: Dr. Joi Phillips, Director, FSU Center for Leadership & Social Change*

The ability to explore and value our collective identities regardless of race, age, class, gender, sexual orientation or religion leads us to a greater understanding of the need for diversity and inclusion. In this session, participants will learn to celebrate each other's differences and be challenged, by enhancing ones own awareness of their biases and judgements of others.



## Table Talk

### Session #4: 2:45 - 4:00PM

Session description on page 17.

# Leadership

Effective leadership is the cornerstone of impact and influence. This track is for upper management or executives looking to be inspired by new ways of leading, managing and cultivating your colleagues to build a better, stronger organization. With specific tie-ins to human resources, fundraising and building organizational values, this track is perfect for someone looking to build their leadership skills in our sector.

## Leadership Development

### Session #1: 8:45 - 10:00AM

*Presenter: Mark Payne, CPA, Partner, James Moore & Company, CPAs*

Many nonprofit leaders and boards confront the question of leadership development only when faced with a succession crisis. Rather than an ad hoc response to crisis, this session treats leadership development as a proactive and systemic investment in building a pipeline of leaders within an organization, as well as sharing strategies nonprofits can use in their day-to-day operations.



## Shared Leadership

### Session #2: 10:15 - 11:30AM

*Presenter: Trasetta Alexander, CEO, Trasetta Alexander Enterprises*

Shared leadership gives your team a shared vision. It encourages all team members to provide input, provide recognition and create solutions to problems. With shared support for a shared purpose, teams can find a greater sense of unity and investment in driving success.

This session will dissect this holistic approach, while allowing you to leverage the strengths of your team members (not just your directors or managers) so that your organization can improve both efficiency and effectiveness.



## Generational Leadership

### Session #3: 1:15 - 2:30PM

*Presenter: Michelle Hartson, President/CEO, Inner Harbor Partners*

This session will provide a range of ideas on how to approach generational shifts in leadership so that the contributions of long-time leaders are valued, new and younger leaders' talent is recognized, and groups are better prepared to work across generational divides.

Giving context to these differences, participants will explore the current assumptions about the upcoming transition between generations in the social sector; introduce new ideas or frames for thinking about generational leadership change; and examine how this change poses individual, organizational, and systemic challenges for those in the social sector.



## Table Talk

### Session #4: 2:45 - 4:00PM

Session description on page 17.

# Community Engagement

We are stronger together, but how does that really work? This track will lead you through three ways of building your community. First with advocacy, then taking a deep dive into the census, and finishing up with an investigation into how capacity building looks for communities of color. These three diverse sessions will give you an overview of how we can lift our community's voices and ensure all are heard.

## The Power of Building Community

**Session #1: 8:45 - 10:00AM**

*Presenter: Talethia Edwards, President, Greater Bond Neighborhood Association*

When many people think about their favorite cause, one of the first things that may come to mind is its branding campaigns, but it should be community building nonprofits. And there's a good reason why; in order to develop a local hub of creating strong impact through the cause, each person who cares about the cause should feel welcomed into its community and it should be easy to get involved. There should be minimal barriers for people to start enacting change for a purpose they care about. For nonprofit organizations, that community experience and ease of involvement should be a primary goal. In this session, participants will learn more about community building and how nonprofits can drive social impact. The level of connection within the community is what determines whether the organization can and will move mountains.



## Youth Engagement: Fostering Our Future Leaders

**Session #2: 10:15 - 11:30AM**

*Presenter(s): Royle King, Executive Director, Omega Lamplighters*

*Dr. Willie Williams, Program Director, PACE Center for Girls - Leon*

As a community, we have an obligation to foster and nurture the leadership skills within our youth. This workshop will provide tools that help participants to learn the importance of building meaningful connections and rapport with our youth. Participants will learn about proven strategies to help youth develop and build their decision-making skills at home, at school and within our community. This framework will ultimately provide a guide for helping youth to build their skillsets to be engaged citizens in our community.



## Utilizing Your Voice to Engage Community

**Session #3: 1:15 - 2:30PM**

*Presenter: Jon D. Brown, Principal, Browns Consult*

As a nonprofit organization, it is important to be engaged and relevant to the community that you are located in. The success of your agency, largely depends on your ability to, build key relationships. It is particularly important to engage key stakeholders. It keeps the community up to date on the progress and processes of your agency. By becoming an active member in the local area, not only can you increase the recognition of your organization, but you can also meet the people that make up the very community you operate in.



## Table Talk

**Session #4: 2:45 - 4:00PM**

Session description on page 17.

# Client Relations

In the world of nonprofits, client management is critically important. Cultivating your client relationships is essential for growing your client base. Building a strong reputation in any field takes time, but with consistent effort and good follow through, you can be sure that strong client connections will continue to pay off – even after your initial project is complete. This track will focus on how your organization can build and maintain positive client relationships.

## Client Voice: How to Develop a Sustainable & Equitable Process to Hear Who You Serve

### Session #1: 8:45 - 10:00AM

*Presenter: M. Miaisha Mitchell, Executive Director, Greater Frenchtown Revitalization Council*

At the center of all human service agencies are our clients. It is important to ensure that their voice is heard. Often, we create processes and procedures based on what we think clients want, but the reality is, it is very easy to miss the mark. This session will focus on creating a platform where agencies can solicit feedback from clients in a sustainable, yet anonymous way. Without your clients, there is no purpose for your organization's work. This workshop will focus on how to show empathy to those you serve, as well as, how to listen before taking action.

## Creating a Meaningful Client Experience that is Mission-Centric

### Session #2: 10:15 - 11:30AM

*Presenter(s): Monique Van Pelt, CEO, Second Harvest of the Big Bend*

*Marcus Lampkin, Executive Director, Boys Town of North Flori*

*Stephanie Pollack, Clinical Supervisor, The Alzheimer's Projec.*

*Kescia Pride, Emergency Resources Case Manager, ECHO*

Once you have connected with someone and decide to work together, it is up to you to foster an experience that is positive and rewarding for your client. Not only is this fulfilling to you, but it helps grow your organization in sustainable ways. Clients who loved their experience with you are more likely to refer you to others, or even come back to work with you again. In some ways, the experience is even more important than the actual deliverables that you offer. No matter what type of holistic or purposeful organization you run, creating a meaningful client experience is key. This session will share best practices on how to do this, what has successfully worked within the human services sector, as well as how you can implement these ideas into your own client experience.

## The Art of Case Management: What it Truly Means to Serve Your Clients

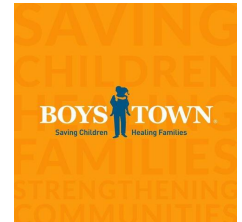
### Session #3: 1:30 - 2:45PM

*Presenter: Jeanna Olson, Community Development Administrator, FL Dept. of Children & Families*

You cannot truly serve clients unless you open your heart to service. The journey of case management starts with being able to not only assess the client but establish trust. This session will explore building and maintaining a healthy relationship with clients while also meeting them where they are to understand their needs. Participants will learn strategies that help them to become client-centric and solution-focused, as well as discuss challenges to case management.

## Table Talk

**Session #4: 2:45 - 4PM** - Session description on page 18.



# Table Talks

Back by popular demand, Table Talks give you time to talk with your peers about a topic of your choice. These topics were chosen from those suggested by UPHS Members in our Annual Satisfaction Survey. Facilitators will help guide the discussions. The goal is simply to learn from your peers, meet new people interested in the same things, and come away with a better understanding of how to Connect. Collaborate. Innovate.

## Culture, Equity & Inclusion Table Talk

Facilitator(s): *Janel Diaz, Executive Director, Capital Tea, Inc.*

*Cesar Matthews, Teacher and Advocate, Pace Center for Girls, Leon*



**Janel Diaz** is a street outreach advocate for Capital City Youth Services. The drop-in center where she works on Dunn Street, aids a revolving door of about 150 homeless, at-risk youth. She is also the Executive Director of Capital Tea, Inc., a nonprofit organization focused to support the transgender, nonbinary, gender non-conforming, gay, lesbian, bisexual, and queer communities through education, advocacy, and empowerment. Janel was named one of Tallahassee's 25 Women You Need to Know in 2019, and is one of 12 selected to be a part of Mayor Dailey's LGBTQIA+ Advisory Council.



**Cesar Matthews** believes that learning is a lifelong commitment. August he will be going into his fourth year teaching professionally and beginning his third year with Pace Center for Girls, Leon as their English Teacher. In New Orleans, where he began teaching, Mr. Matthews was ranked in the top 2% of teachers after his first year! He has conducted LGBTQ+ cultural competency training for Pace Centers on a nationwide level. He is a first year graduate student at the Askew School of Public Administration and Policy at Florida State University.

## Leadership Table Talk

Facilitator: *Barbara Boone, Executive Director, Leadership Tallahassee*



**Barbara Boone** serves as Vice President and Executive Director, Leadership Tallahassee for the Greater Tallahassee Chamber of Commerce. She is a graduate of Florida State University School of Social Work. Barbara is originally from Neptune Beach, Florida and worked as a social worker/diagnostician for the Duval County School Board for many years. Just prior to moving to Tallahassee, she was Associate Director of Leadership Jacksonville for 9 years. She has served as president of the Junior League of Jacksonville and president of the Board of Trustees of the Episcopal Children's Services. In Tallahassee, she has been on the board of the Friends of the Leon County Public Library, United Partners for Human Services, is a Founding Member/past Board Member of the Institute for Nonprofit Innovation and Excellence and of the Oasis Center for Women and Girls; she was appointed to serve on the Florida Bar Unlicensed Practice of Law committee, the Board of Directors of the national community leadership organization, the Association of Leadership Programs and the Tallahassee Symphony Orchestra and a volunteer mentor at Pineview Elementary. Barbara is an active member of St. Peter's Anglican Church and Bible Study Fellowship.

## Community Engagement Table Talk

Facilitator: *Dr. Michelle Gayle, Assistant Superintendent, Leon County Schools*



**Dr. Michelle Gayle** grew up in Gainesville with parents who believed that "whatever you did, you did it with a spirit of excellence," a belief that awarded her multiple scholarships to attend Florida State University and later went to Florida A&M University for her doctorate. As the assistant superintendent of professional and community services for Leon County Schools and is responsible for policy and planning, school board administration, school choice, volunteers, district advisory council, virtual school, mentors and business partners, human resources, food services, and purchasing. Dr. Gayle is one of Tallahassee's 25 Women You Need to Know, as well as a member or Leadership Tallahassee Class 38.

# Table Talks

## Client Relations Table Talk

Facilitator(s): *Shonda Knight, Executive Director, Leon County Sheriff's Office*

*Larry Bourdeau, Director of Reentry and Inmate Programs, Leon County Sheriff's Office*



**Shonda Knight** is currently the Executive Director of Community and Media Relations for the Leon County Sheriff's Office. The Community and Media Relations Unit disseminates public safety information, as well as coordinates and promotes LCSO's outreach initiatives, creating and maintaining community partnerships. Under Knight's leadership, in 2018, LCSO was awarded the top, statewide Community Relations Award from the Florida Public Relations Association and a Judges award from the organization in 2019. Prior to joining LCSO in March, 2017, Knight served as Executive Producer and Anchor for WCTV-TV in Tallahassee. The veteran journalist has more than 17 years of television newsroom experience. She oversaw many of the day to day operations of the news department. In addition, Knight anchored The Good Morning Show, the station's most viewed newscast, as well as Eyewitness News at Noon. Knight was the first African American to co-anchor the morning shows at WCTV. Knight also served as an adjunct professor at Florida State University for eight years. She has former students now working as anchors, sportscasters, reporters and producers in television markets across the country. Knight is a 2011 Distinguished Alumni Honoree of Florida Agricultural and Mechanical University. Knight is a Florida Associated Press award-winning journalist, several times over, and has served as Vice President of the Florida Associated Press Broadcasters. Among her many community affiliations, Knight is the Board Chair for Whole Child Leon and serves on the boards of The Domestic Violence Coordinating Council, the Foundation for Leon County Schools, Salvation Army and the North Florida Fair Association. She is also a member of the Florida Public Relations Association, the Network of Entrepreneurs and Business Advocates and Alpha Kappa Alpha Sorority, Incorporated. She is the mother of two beautiful children, five year old Zya and 10 year old Zekiah.



**Larry Bourdeau** has 23 years' experience as a law enforcement officer in the State of Florida. Currently, he is the Director of Reentry and Inmate Programs at the Leon County Sheriff's Office. Prior to Leon County, Larry was the Deputy Director of Security at the Florida Lottery, Chief Deputy Marshal at the Florida Supreme Court, Law Enforcement Coordinator at the Florida Public Safety Institute, Captain-Lieutenant-Sergeant and Criminal Investigator at the Quincy Police Department and a police officer at the Tallahassee Police Department. Larry has a Master's degree in Criminal Justice Administration and was elected President of the State Law Enforcement Chief's Association in 2019. He was honored to receive the Distinguished Service award by Florida State University's Criminology Friends and Alumni Association; received the "Excellence" award through National Institute for Staff and Organizational Development (NISOD) and various leadership awards from Tallahassee Community College. Larry is a proud husband of 20 years to his wife Sara and proud father to his two beautiful children. He enjoys coaching youth sports and mentoring young adults as well as law enforcement professionals through Florida Dept. of Law Enforcement's Senior Leadership Program. He enjoys learning new things and working collaboratively to help make a positive difference in our community.

# Executive & Middle Management

## **Session #1: 8:45 - 10:00AM**

### **Who's on the Ladder, Ready for the Next Step? (Executive Management)**

*Presenter: Joyce Chastain, Senior Consultant, The Krizner Group*

Succession Planning is the use of a planned course of action to ensure that employees are developed to successfully replace current leaders whenever needed to carry out the mission, vision and goals of the unit, department or organization, as a whole. This session will learn how to build open relationships, identify & develop talent, establish a vision for the future, motivating employees toward succession and much, much more.

### **Leading from the Front: Building a High-Performing Organization (Middle Management)**

*Presenter: Bill Wilson, President, Inner Harbor Partners*

This session will raise awareness of the need for strong leaders in secondary positions. It will reinforce the value they can bring to their organization and to primary leaders when they are serving at their full potential. It will reshape the way they view their role, with an emphasis on their own responsibility as leaders. It recognizes the unique challenges and frustrations of serving in a subordinate position and equips these leaders with the attitudes and skills that they will need to survive and thrive in this new paradigm. Because of the scarcity of resources for second chair leaders, this session will offer a practical way to improve the performance of any organization.

## **Session #2: 10:00 - 11:15AM**

### **Grant Management and Meeting Contractual Obligations (Executive & Middle Management)**

*Presenter: Amy Bradbury, Director of Financial Planning & Programs, TCC*

To receive grant funding, we all have a contractual agreement that says we have a legal responsibility to do the right thing. This includes making sure that grant funding is used properly. Good grant managers ensure that there are policies and procedures in place that define how funding is used and accounted for. All policies must be updated regularly and followed to the highest ethical standards. Additionally, this session will review outcomes and evaluation, as well as how to successfully get reimbursed and complete grant reports.

## **Session #3: 11:15AM - 12:30PM**

### **Staffing Structures and Effective Use of Skillsets (Executive Management)**

*Presenter: Nyla Davis, Director of Human Resources, TCC*

An inadequate organizational structure can have a huge impact on an agency's ability to successfully function. This session will explore organizational structures and management tools that foster a thriving working environment. Also discussed will be ways to resolve operational challenges; with this knowledge participants can create a high functioning structure that is action-oriented, benefits the agency, as well as retain top notch employees.

### **Strategic Planning: From Budget to Board Development (Middle Management)**

*Presenter: Keith Bowers, Director, FAMU Small Business Development Center*

It is essential that agency leadership works together with the board to create a plan that is both strategic and innovative in order to accomplish agency goals. Strategic planning will look at the immediate, future and long-term goals. This session will work to provide a complete overview of nonprofit operations and planning, as well as how to ensure adequate governance is in place.

## **Session #4: 12:30 - 2:00PM**

### **Shared Leadership - Together We Can Achieve More (Executive & Middle Management)**

*Presenter: Dan McGrew, General Manager, CareerSource Capital Region*

Leadership happens at all levels, and it is important to share responsibilities with those that are trainable and capable. The concept of team fosters a can-do attitude and environment, which leads to more trust and less conflict among team members. The most productive and engaged teams share common traits that can be understood and built within your organization. This session will provide leaders with effective strategies for implementing and empowering their teams to adopt a strengths-based leadership model.